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Electronic Patent Application Submission
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EFS ID: 57285
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
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Statement
Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4




Total Fees Authorized:

Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark
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TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT							
<p>Application Number: 10/735470 </p> <p>Date: 2003-12-12</p> <p>First Named Applicant: Anand Kumar</p> <p>Confirmation Number: 4313</p> <p>Attorney Docket Number: 717841.4</p>								
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<table border="1" style="width: 100%;"> <tr> <td style="width: 45%;">Submitted by:</td> <td style="width: 25%;">Elec. Sign.</td> <td style="width: 30%;">Sign. Capacity</td> </tr> <tr> <td>Mark E. Stallion Registered Number: 46,132</td> <td>/Mark E. Stallion/</td> <td>Attorney</td> </tr> </table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney
Submitted by:	Elec. Sign.	Sign. Capacity						
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney						
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Documents being submitted</td> <td style="width: 50%;">Files</td> </tr> <tr> <td>us-ids</td> <td>nisc4-usidst.xml us-ids.dtd us-ids.xsl</td> </tr> </table>			Documents being submitted	Files	us-ids	nisc4-usidst.xml us-ids.dtd us-ids.xsl		
Documents being submitted	Files							
us-ids	nisc4-usidst.xml us-ids.dtd us-ids.xsl							
Comments								



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

METHOD AND APPARATUS FOR PROVIDING
INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

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or 6453038 or 6334116 or 6317718 or 6182060
or 20030065529 or 20020156797 or
20030028451 or 20030023453 or 20020198629
or 20010024497 or 20030069780 or
20030009401 or 20020188497).pn.

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/J.P.	1	6519571	2003-02-11	Guheen, et al.			
	2	5943656	1999-08-24	Crooks, et al.			
	3	6526409	1996-09-10	Leenstra, et al.			
	4	6141651	2000-10-31	Riley, et al.			
	5	6453038	2002-09-17	McFarlane, et al.			
	6	6334116	2001-12-25	Ganesan, et al.			
	7	6317718	2001-11-13	Fano			
/J.P.	8	6182060	2001-01-30	Hedgcock, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
/J.P.	1	20030065529	2003-04-03	Pitchaikani, et al.			



J.P.	2	20020156797	2002-10-24	Lee, et al.
	3	20030028451	2003-02-06	Ananian
	4	20030023453	2003-01-30	Hafen, et al.
	5	20020198629	2002-12-26	Ellis
	6	20010024497	2001-09-27	Campbell, et al.
	7	20030069780	2003-04-10	Hailwood, et al.
V	8	20030009401	2003-01-09	Ellis
J.P.	9	20020188497	2002-12-12	Cerwin

Signature

Examiner Name	Date
/John Preston/	01/06/2011

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /J.P./